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Nova Scotia
POWER
An Emera Company

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December 19, 2025

CONFIDENTIAL (ATTACHMENTS ONLY)

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12611 – DRO Appeal – David Rossiter

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated December 9, 2025, the Board directed as follows:

> By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Tuesday, December 23, 2025.** NS Power must also provide a copy of their response to the appellant, Mr. David Rossiter.

Mr. Rossiter is appealing a decision by the Dispute Resolution Officer (DRO) dated December 8, 2025. **Confidential Attachment 1** contains the DRO's decision not to take on the matter; as such, there is no DRO file for this dispute. Attached as **Confidential Attachment 2** are the relevant customer account and communication notes from NS Power's CIS database.

Please accept the following summary of activities and communications pertaining to the December 8, 2025, DRO decision being appealed by Mr. Rossiter:

- March 21, 2025 – NS Power spoke with Mr. Rossiter regarding his March bill, which was not net zero. The customer expressed concern that solar kilowatt-hours were not applied. NS Power explained that his March bills have never been net zero because solar generation is reduced during colder months when home energy use is higher. The representative outlined the year-end settle-up process, confirming that any excess generation offsets usage within the calendar year. NS Power also clarified that system sizing decisions rest with the customer, provided installations remain within the 27-kW limit.

  This is referenced on pages 1 to 2 of 8 in **Confidential Attachment 2**.

- March 21, 2025 – The NS Power representative confirmed that a year-end solar credit of $321.31 had been applied on the customer's January bill. However, upon further review of the account, it was determined that the customer's total net consumption for 2024 was 1,929 kWh, rather than the 1,815 kWh previously used to calculate the January 2025 net meter payout of $321.31. This resulted in a difference of 114 kWh, equal to $20.18. The representative submitted an adjustment request to NS Power's Net Metering Billing team to apply the difference and advised the customer accordingly.

  The customer also raised concerns about meter functionality, suggesting it could be manipulated to increase usage. NS Power assured the customer this was not possible, explaining that meters are tested, calibrated, and certified before installation. The representative confirmed that while NS Power can remotely turn the meter on or off and read it, the Company cannot make the meter spin faster. The customer indicated he may install a monitoring device to track usage independently.

  This is referenced on pages 2 to 4 of 8 in **Confidential Attachment 2**.

- March 25, 2025 – NS Power applied a credit of $20.18, which was scheduled to post within the next few days. This is referenced on page 7 of 8 in **Confidential Attachment 2**.

- March 25, 2025 – A follow-up call was placed to Mr. Rossiter, but he could not be reached. This is referenced on page 4 of 8 in **Confidential Attachment 2**.

- April 1, 2025 – NS Power spoke with Mr. Rossiter and reviewed the breakdown of his net metering account. The representative explained the year-end settle-up process and clarified the terms of the Self-Generation Option. This is referenced on page 5 of 8 in **Confidential Attachment 2**.

- November 20, 2025 – NS Power spoke with Mr. Rossiter, who stated that he wanted all kilowatt-hours paid out rather than only those covering his usage. He expressed concern that NS Power was "stealing power" and indicated he was considering legal action or requesting that the payout date be changed to March. This is referenced on page 8 of 8 in **Confidential Attachment 2**.

- December 8, 2025 – Mr. David Rossiter contacted the DRO to formally dispute his solar billing.

- December 8, 2025 – The DRO informed the customer that he could not take on the case and referred the customer to the Board, explaining that he did not have the authority to revise the Regulations, and stated as follows:

> NSEB approved Regulation 3.6.4 (b) (copy attached) states "If in a given billing period the electricity supplied to NSPI's grid by the customer generator exceeds that supplied to the customer by NSPI, the customer shall be billed only for the applicable non-KWh monthly charges and shall have the excess self-generation "banked" as energy credits to be applied against future bills over a period not exceeding 12 calendar months."
>
> Only the NSEB can revise approved Regulations. You may wish to file a complaint with the NSEB.

This is referenced on page 1 of 1 in **Confidential Attachment 1**.

- December 8, 2025 – Mr. Rossiter appealed the DRO's decision with the NSEB.

On April 22, 2022, amendments to the *Electricity Act* (Bill 145) introduced the Self-Generation Option (SGO) for NS Power customers. This option allows any customer to install a generator or battery storage device with a capacity of up to 27 kW that shares the same meter as their home or business, without requiring formal enrollment in a NS Power program. As part of these legislative changes, the former Net Metering Program was retired.

Section 7(4) of the *Electricity Act* (the Act) provides that NS Power "shall purchase electricity under subsection (3) up to a maximum of the customer's total usage per calendar year at a rate equivalent to the rate paid by the customer, but is not required to compensate a customer for electricity generated in excess of the customer's total consumption in a calendar year." Under this provision, NS Power is obligated to purchase electricity only up to the customer's total annual usage, at the same rate paid by the customer. Any generation beyond that threshold does not require compensation under the Act. The calendar year begins on January 1 and ends on December 31.

For customers participating in the SGO, when electricity generation exceeds consumption during a billing period, the surplus is banked and carried forward as an energy credit for future use. These credits are applied to offset billed consumption in subsequent billing periods. At year-end (December 31), NS Power applies any remaining banked credits retroactively to billed consumption within the same calendar year that was not previously offset by generation, up to the total billed energy. This process ensures that all billed consumption for that year is fully offset before the account resets. The resulting adjustment appears on the first bill of the new year. For reference, an example of this settle-up process is provided in **Attachment 3**.

Changing the settle-up date would not affect the overall outcome because the process accounts for a maximum of 12 months and applies any remaining credits to billed consumption within that period. Moving the settle-up date to March would simply shift the 12-month window forward, applying credits to billed consumption from January to March of the following calendar year rather than the same year in which the generation occurred. Once all billed consumption within the 12-month period has been offset, any remaining generation holds no value, as there is no obligation to purchase generation beyond total usage.

After reviewing Mr. Rossiter's account, NS Power confirmed that a credit of $321.31, resulting from the year-end settle-up process for 2024, had been applied to his January bill. A further review determined that the customer's total net consumption for 2024 was 1,929 kWh, rather than 1,815 kWh as originally calculated. This occurred because generation between November 15, 2024, and January 17, 2025, was not prorated correctly. To correct this, an adjustment of 114 kWh, equal to $20.18, was applied to the customer's account on March 25, 2025. The Company apologizes for this error and has developed a solution to ensure accurate proration of 2025 amounts.

NS Power cannot change settle-up dates, as the process is tied to the calendar year under the *Electricity Act*. Section 7(4) specifies that NS Power's purchase obligation is based on the customer's total annual usage, and any generation beyond that amount does not require compensation under the Act.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Mr. David Rossiter by e-mail.

Yours truly,

Kathleen Murray

Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. David Rossiter

Rossiter DRO Appeal Attachment 1 has been removed due to confidentiality.

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Rossiter DRO Appeal Attachment 2 has been removed due to confidentiality.

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Scenario - Net Zero

	Bill 1	Bill 2	Bill 3	Bill 4	Bill 5	Bill 6	Total/Balance	
Gross Generation	1,000	2,000	3,000	4,000	3,000	2,000	15,000	kWh
Gross Consumption	4,000	3,000	2,000	1,000	2,000	3,000	15,000	kWh
Metered Generation (Exported to Grid)	500	1,000	1,500	3,500	2,000	1,000	9,500	kWh
Metered Consumption (Received from Grid)	3,500	2,000	500	500	1,000	2,000	9,500	kWh
Consumption Displaced by Generation (Real-time)	500	1,000	1,500	500	1,000	1,000	5,500	kWh
Generation Credits Used	500	1,000	500	500	1,000	2,000	5,500	kWh
Generation Credits Banked	-	-	1,000	3,000	1,000	(1,000)	4,000	kWh
Bank Balance	-	-	1,000	4,000	5,000	4,000	4,000	kWh
Billed Consumption	3,000	1,000	-	-	-	-	4,000	kWh

Settle-up Adjustment

Year-end Bank Balance	4,000	kWh
Total Billed Consumption in Calendar Year	4,000	kWh
Total Settle-up Adjustment	4,000	kWh
Net Energy Billed in Calendar Year	0	kWh

<u>**Summary**</u>

i) 5,500/15,000 kWh generated were consumed in real-time and not exported to grid
ii) 5,500/15,000 kWh generated were used and applied to customer billing throughout year
iii) 4,000/15,000 kWh energy credits held in bank were applied to customer account at settle-up
to offset billed consumption within same calendar year (account credit equal to amount paid for billed consumption)
iv) Customer to begin following year with account credit equal to amount paid for 4,000 KWh
v) Credit remains on account until used